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Book review

da Costa FA, van Mil JWF, Alvarez-Risco A (Eds). The Pharmacist Guide to Implementing Pharmaceutical Care. Cham; Springer Nature; 2018. ISBN 978-3319925752

The book 'Pharmacists' guide to implementing pharmaceutical care'¹ seeks to provide answers to 'what', 'why' and 'how' questions in relation to pharmaceutical care services provision. There are six sections comprising a total of 40 chapters. The book commences with the basics of pharmaceutical care leading to critical reflection of- current and future service models, evidence based implementation strategies, theoretical frameworks and implementation outcomes. The chapters have been authored by many leading international experts from diverse geographical, clinical and research expertise lending the text both rigour and wide scope.

The book is able to communicate the need to adapt the conventional definition of pharmaceutical care in light of how the pharmacy profession has been evolving recently in provision of novel services. Services described in depth include medication review and reconciliation services, general practice and care home based pharmacy service and pharmacist independent prescribing models. In addition, there is also a focus on provision of prevention and anticipatory care.

The book includes specific chapters on pharmaceutical care services provision for special patient population such as the elderly, children; and clinical areas including diabetes, cardiovascular health and infectious diseases. As people are living longer, pharmacists are also increasingly managing co-morbidities. Co-morbid patients are likely to experience fragmentation of care when using health services. The book provides a guide for delivering advanced services and thereby reducing such barriers and promoting collaborative working across healthcare professionals. A common theme across chapters is the emphasis on pharmacists' patient counselling and communications skills. By considering patients' cultural, emotional and societal beliefs and perspectives, pharmacists can provide person centred care when delivering services.

A key aspect we have often seen being missed in implementation textbooks is the discussion about sustainability. Transient impact is often easy to achieve, however sustainability requires multi-factorial considerations. A key factor in ensuring sustainability of services offered is the need for appropriate remuneration for services provided. If pharmacists are to be relieved of traditional activities in substitution of novel pharmaceutical care programmes, finding appropriate remuneration models are imperative. The book provides a dedicated section, comparing and contrasting various remuneration models that can be adapted to suit local and political contexts in order to ensure sustainability.

Sustainability has also been discussed in the context of sustaining quality and clinical outcomes of the service, patient and multiple stakeholder engagement, and sustaining behaviour changes. The book is successful in linking successful implementation and sustainability to strong evidence base on which to develop services, including pilot and feasibility studies, definitive randomised controlled trials and service improvement methodology.

Evaluation should be an integral part of an implementation strategy. The book provides a framework and importance of identifying the right sets of core outcomes relevant to a particular service evaluation. The importance of considering adverse clinical outcomes when designing implementation strategies has been considered in depth. Drug related problems (DRPs) and medication errors contribute significantly to healthcare resources, cost and patient trust in the healthcare system. A holistic definition, classification system, services that can prevent DRPs and medication errors and nature of remedial interventions and follow up care have been provided.

The book provides comparisons of diverse healthcare systems across continents, their legal frameworks, contextual factors and specific barriers and facilitators linked to implementation of pharmaceutical care programmes. Despite such diversity in structure and processes, the intended outcomes of pharmaceutical care seem to be identical. The barriers to provision of services in some of the low-and-middle income countries described in the book share some commonalities with those experienced until recent past in the Western Europe and North America, and some till date perhaps to a lesser extent.

Prompting policy makers to consider what makes an effective guideline to enable effective pharmaceutical care services implementation, the book is able to cover the whole journey of implementation cycle.

While describing and discussing innovative services, the book does not miss inclusion of traditional services linked to pharmaceutical care including dispensing of prescription medicines and supply of over-the-counter medicines. Service models where pharmacists' further cognitive input into these traditional services provide additional values have been described, such as the implementation of minor ailment services in the United Kingdom.

There is a worthy inclusion of a section on medical devices. We often shy away from this aspect when discussing the scope of pharmaceutical care services provision.

Documentation of pharmaceutical care interventions is important part of implementation strategy in allowing patient follow up, continuity of care, assessment of clinical outcomes as well as to promote accountability. Aided by technology, use of such routinely collected data can answer many research questions minimising ethical and resources related barriers to data acquisition for researchers. The book provides a guide to effective documentation practices.

By providing reference to very recent systematic reviews, meta-analysis and ongoing trials when citing evidence base, the book aims to be future proof for a few years to come. Having said this, some of the clinical content of this book will need to be updated **regularly** to provide currency.

There is a dedicated section on pharmaceutical education focusing on education and skill needs of future pharmacists. The textbook is rich with case studies across chapters, which makes it grounded in everyday practice.

Conclusion

Although pharmacists are the intended audience, the guide is also relevant to commissioners, policy makers, educators, pharmacy students and wider stakeholders. The book title which mentions 'pharmacists' guide...'may hence be an under-statement. From national health services looking to borrow best service models adapted in other countries, to pharmacists working in isolation in

a remote community pharmacy environment striving to implement novel pharmaceutical care services, this book successfully covers the whole spectrum. This book will be also suited to undergraduate, postgraduate students and experienced researchers alike.